



# Person Specification

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St. Helens Council

**Job Title:** Fitness Instructor

**Ref No:**

Knowledge	E = Essential D = Desirable	Identified by
Knowledge of Health & Safety.	Essential	Application/Int
Customer Care	Essential	Application/Int
Full knowledge of products and services to be delivered	Essential	Application/ Induction test/ Interview
Membership sales and retention strategies	Essential	Application/ Induction Test/ Interview
Environmental Policies	Desirable	Interview
National Operational Standards i.e. Quest, Investors in People.	Desirable	Interview
Computerised booking system	Desirable	Application/Int
Training partner computer system	Desirable	Application/Int
Skills and Abilities	E = Essential D = Desirable	Identified by
Ability to deal with customers efficiently and effectively.	Essential	Application/ Interview
IT/Computer literate, experience of using word processing software packages, using e-mail and internet	Essential	Application/ Interview
Excellent communication skills and able to deal with the general public and colleagues in a confident and enthusiastic manner	Essential	Application/ Interview/ Induction Test
Writing Customer Programmes	Essential	Application/ Interview
Good telephone manner and ability to record and process messages	Essential	Application/ Interview
Specialists knowledge: Weight management, diet, nutrition, strength training, core stability, flexibility or similar.	Essential	Application/ Interview
Vibration training System	Essential	Application/ Interview
Basic maintenance and cleaning of fitness equipment	Essential	Induction Test



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Experience	E = Essential D = Desirable	Identified by
Experience of working in a Fitness Suite environment.	Essential	Application/ Interview
Completing customer inductions and writing activity programme.	Essential	Application/ Interview
Working in a customer service environment.	Essential	Application/ Interview
Instructing on Group Exercise Programmes	Desirable	Application/ Interview
Qualifications	E = Essential D = Desirable	Identified by
Fitness Instructor Level 2 (Recognised Awarding Body)	Essential	Application
Current First Aid Qualification	Desirable	Application/ Interview
Fitness Instructor Level 3 (Recognised Awarding Body)	Desirable	Application
Specialist Fitness Qualification i.e. Weight Management, Nutrition, Sports Injury or similar.	Desirable	Application
RLSS - NPLQ Lifeguard	Desirable	Application
Other Circumstances	E = Essential D = Desirable	Identified by
Commitment to working flexibly to meet the needs of the service, provide cover for colleagues and attend training.	Essential	Interview
Commitment to Continuous Personal Development, attend training as required	Essential	Interview
Confident, outgoing and friendly persona.	Essential	Interview
Strong commitment to providing attention to detail on all cleaning tasks.	Essential	Application/ Interview
Able to contribute new ideas and commitment to continuous improvement	Essential	Interview